

UNITED STATES PATENT AND TRADEMARK OFFICE  
**CERTIFICATE OF CORRECTION**

PATENT NO. : 7,505,577 B2  
APPLICATION NO. : 09/823590  
DATED : March 17, 2009  
INVENTOR(S) : Annadata et al.

Page 1 of 2

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

On the Title Pg, Item (75), in "Inventors", line 2, delete "Rohir" and insert -- Rohit --, therefor.

On the Title Pg, Item (57), in "Abstract", line 1-13, Delete "An apparatus and method that stores a status of a system immediately before an interruption of a power supply. A request for a status-storing process is outputted from an application to a check point manager in a module. A request for an execution of a snapshot output to components such as the application and a device driver is outputted to the manager. A sequence at this time is based on a sequence recorded in a status-storing database and represents a dependence relation between the components. When each component receives the request for the snapshot output, a function existing in a particular address for each component is read and the component status is outputted as a snapshot file through the manager to a non-volatile memory." and insert -- An apparatus and method for coordinating communication between one or more agents and a plurality of communication channels associated with different media formats such as telephone, email, and fax. A first request in a first media format can be received via a first communication channel and a second request in a second media format can be received via a second communication channel. Agents can be enabled to access requests in one or more of the media formats, and requests can be assigned to agents based on the types of media formats the agents can access, the subject matter of the requests, and/or the agents skills. The requests can be placed in a queue until an agent is available to accept the request. Rules for assigning requests to agents can be included in a queuing engine. Agents can also decline a request routed to them, and route the request to another agent or return it back to the queue. --, therefor.

On sheet 21 of 41, in FIG. 2q, line 3, delete "parameterand" and insert -- parameter --, therefor.

On sheet 30 of 41, in Figure 4c, line 7, delete "wheter" and insert -- whether --, therefor.

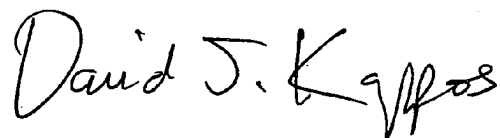
On sheet 33 of 41, in Figure 4h, line 3, delete "varchar" and insert -- Varchar --, therefor.

On sheet 39 of 41, in Figure 5, below box no. 25(2), line 3, delete "350(7)" and insert -- 35(7) --, therefor.

In column 9, line 2, delete "(FIG. 2i)" and insert -- (FIG. 2I) --, therefor.

Signed and Sealed this

Eighteenth Day of May, 2010



David J. Kappos  
*Director of the United States Patent and Trademark Office*

In column 20, line 34, delete “languagecode:” and insert -- languageCode: --, therefor.

In column 23, line 60, delete “item” and insert -- item. --, therefor.

In column 26, line 17, delete “ScheduleEndTiem,” and insert -- ScheduleEndTime, --, therefor.

In column 27, line 48-49, delete “NlongestWaitTiem,” and insert -- NlongestWaitTime, --, therefor.

In column 40, line 11, in claim 7, delete “performed” and insert -- method performed --, therefor.